

FORM PTO-892 (REV. 03-78)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	SERIAL NO. 08/999,297	GROUP ART UNIT 2763	ATTACHMENT TO PAPER NO.	13
NOTICE OF REFERENCES CITED		APPLICANT(S) POOL et al.			




U.S. PATENT DOCUMENTS

		DOCUMENT NO.	DATE	NAME	CLASS	SUB-CLASS	FILING DATE IF APPROPRIATE
	A						
	B						
	C						
	D						
	E						
	F						
	G						
	H						
	I						
	J						

FOREIGN PATENT DOCUMENTS

*		DOCUMENT NO.	DATE	COUNTRY	NAME	CLASS	SUBCLASS
	L						
	M						
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	O						
	P						
	Q						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

	R	<i>Business and Financial Applications, 1996 Database Buyer's Guide and Client/Server Sourcebook,</i>
		DBMS, Vol. 9, No. 6, June 1996, pp. 10-15.
	S	<i>C. Lovelock et al., Developing Global Strategies for Service Businesses, California Management Review, Vol. 38, No. 2,</i>
		Winter 1996, pp. 64-86.
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EXAMINER RUSSELL FREJD	DATE March 18, 2000	Page 2 of 2
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* A copy of this reference is not being furnished with this office action.
(See Manual of Patent Examining Procedure, section 707.05(a).)